

**CourtNet – Service Plans****TITLE SCREEN – PP slide – Service plan slide**

V.O. Narrator: *“Welcome to CourtNet 2.0, the only application that provides real-time, online access to Kentucky civil and criminal court case information.*

Longtime users of the original CourtNet will benefit from the application’s many improvements and new users will find CourtNet 2.0 to be an indispensable tool.

A tiered subscription fee structure lets you select the plan that’s best for you. The subscription fee allows the AOC to provide customer service to CourtNet subscribers. It also supports ongoing product development so you’ll continue to benefit from upgrades in court technology.

Now, let’s take a look at the different service plans.”

TITLE SCREEN – Service Plans

V.O. Narrator: *“It’s easy to sign up for a plan that meets your needs. You’ll be prompted to select a service plan after you log in and sign the user agreement.*

The plans are based on the “cell phone model” where you can access a specific number of cases for a flat monthly fee.”

TITLE SCREEN – CourtNet Service Plan

V.O. Narrator: *“There are five subscription plans to choose from: Personal, Basic, Advanced, Professional and Enterprise.*

The plans are tiered, so as the monthly rate increases, the cost of images decrease.

For example, the Personal service plan is a good option for basic users. At \$15 per month, it’s the most cost-effective plan. It provides access to 75 unique cases per month and has a 50 cent per image charge.

For high-volume users, the Enterprise service plan may be the best choice. For only \$100 per month, subscribers have access to 2,000 unique cases and a 25 cent image cost.



Subscribers are not limited to the number of times a plan may change in any billing period. However, the last plan that you select prior to the new billing cycle will apply to the next month's charges. For example, if you select the Basic plan on the 5th of the month and then change to the Professional plan on the 15th of the month, then your next month's invoice will be based on the Professional plan.

No matter which plan you select, you can access case information, case summary and detail information, as well as citations during that particular billing cycle.

Clicks are recorded for billing purposes in one of three ways – by performing a case search and opening the case, by viewing Print Summary information or by viewing Print Detail. Opening a case or printing a report counts toward the unique cases accessed.

Unique cases are cases that are opened for the very first time in a billing cycle. Once opened, you may access that case, including report printing, on an unlimited basis during that particular billing period.

For instance, if you access three unique cases 20 different times during the same month, only 3 access charges apply. Again, the cases must be unique to count against the case count and service plan. However, if you access the very same case in the next month's billing cycle, then 1 access charge applies.

In any of the plans, if the number of cases accessed in a billing period exceeds the total available for that plan, a per-case overage rate will be charged. The Case Accessed Exceeds rate is posted in the next column to the right.

In the last column, you'll see the per image rate charged for each case containing a citation image. If you click on the image available link or print an image, then an image fee will be assessed."

TITLE SCREEN – Sub Accounts – Sub Account page

V.O. Narrator: *"For each service plan, the subscriber can authorize others to use the primary account. These designees use subaccounts. Each subaccount has a unique ID that is traceable back to the primary account.*

The billing parameters for the primary account also apply to the sub account. In addition, each subaccount has a \$10 monthly usage fee.



Any activity performed by a subaccount will be reflected in the primary account billing statement. As the primary account owner, you may view the activity of your subaccount users at anytime through your user profile page.

To view detailed current usage report, click current usage detail, then click printable detail PDF, and the report will be displayed.

The primary account owner manages all subaccounts, including invitations and deactivations.”

TITLE SCREEN – PP Video slide

V.O. Narrator: *“For more information on subaccounts, including setting up and managing subaccounts, please refer to the CourtNet2.0 Profile Overview video. Additional CourtNet videos are available to review at your convenience.*

Thank you for watching this video on service plan options. The AOC invites you to become a user of CourtNet 2.0. We look forward to providing you with fast, easy access to Kentucky civil and criminal case information.”

TITLE SCREEN – PP Slide with Contact Information

V.O. Narrator: *“For CourtNet Product & Account Information, contact the AOC Service Desk at 800-860-4262 or CourtNetHelp@kycourts.net.*

If you have forgotten your KBA Password, visit www.kybar.org and click on Password Reminder.

Direct all other questions about your CourtNet login to the Kentucky Bar Association at 502-564-3795 x249 or cjones@kybar.org.”